



2666/8

Case Name/No. AGCS 83  
Attorney Docket No.: LUTZ 200272-1

AMENDMENT TRANSMITTAL LETTER

Ser. No.: 09/511,256	Filed: February 23, 2000	Examiner: Shick C. Hom
Art Unit: 2666	Title: <b>CALL CENTER QUEUE ADMINISTRATION</b>	

To the Commissioner for Patents:

Transmitted herewith is an *Amendment* in the above-identified application. The fee has been calculated as shown below.

CLAIMS AS AMENDED						
	Claims remaining after amendment		Highest Number Previously Paid For	No. of Extra Claims Present	Rate	Additional Rate
Total Claims	7	Minus	20	0	X 18	\$0.00
Indep. Claims	2	Minus	3	0	X 86	\$0.00
TOTAL					=	\$0.00

- ☐ No additional fee is required.
- ☐ A check in the amount of \$ is attached.
- ☐ Charge \$ to Deposit Account No. 06-0308.
- ☒ Applicants hereby petition the Commissioner under 37 C.F.R. § 1.136(a) and request a **two month extension of time** to respond to the outstanding Office Action. Enclosed is a check in the amount of **\$420.00** to cover the applicable extension of time fees.
- ☐ Applicants request any extensions of time that may be necessary and authorize the required fees be charged to Deposit Account No. 06-0308.
- ☒ Please charge any additional fees or credit overpayment to Deposit Account No. 06-0308.

Respectfully submitted,  
FAY, SHARPE, FAGAN,  
MINNICH & MCKEE, LLP

RECEIVED

JUL 13 2004

Technology Center 2600

Joseph D. Dreher, Reg. No. 37,123  
1100 Superior Avenue, Seventh Floor  
Cleveland, OH 44114-2579  
216/861-5582

June 30, 2004  
Date

CERTIFICATE OF MAILING

- I certify that this Amendment Transmittal Letter and accompanying document(s) are being
- ☒ deposited with the United States Postal Service as First Class mail under 37 C.F.R. 1.8, addressed to the Mail Stop: Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date indicated below.
- ☐ transmitted to facsimile number under 37 C.F.R. 1.8 on the date indicated below.
- ☐ deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated below and is addressed to the Commissioner For Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Express Mail Label No.:
Date <u>June 30, 2004</u>

Signature <u>Roseanne Giuliani</u>
Printed Name Roseanne Giuliani

N:\TEMPLATE\AMENDMENT TRANSMITTAL.DOC